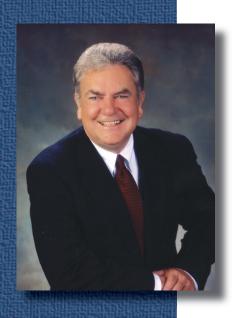


# Greetings from the Arkansas State Capitol



ear two of my term as Arkansas Secretary of State was a time to roll up our sleeves and dive into the many plans we made during our first year. I'm extremely proud of all we have achieved so far, and I'm delighted to offer this report on our progress.

The election reforms required under the Help America
Vote Act (HAVA) remain a focal point of my administration.
I have taken a leading role as vice chair on elections for the
National Secretaries of State, which ensures that Arkansas
will stay well-informed on updates to federal requirements.
The elections in 2004 were our first opportunity to test
new provisions in election law, such as identification
requirements and provisional ballot procedures. I made
it a priority to educate voters, young and old, on their
voting rights, and that work paid off on Election Day.
Arkansas's elections ran well, and we avoided the
long lines and delays reported in other states. I am
also proud to report that voter turnout was up
almost 3% over the 2000 Presidential Election.

The Elections Division continues to work toward 2006 when all of HAVA's requirements will be in effect. My staff has worked closely with county clerks and election officials to assess their needs. We are well on our way to implementing a new voter information system and selecting the vendor for voting equipment that best serves Arkansas.

One of the most notable accomplishments in 2004 was the restoration of the State Capitol's east promenade. Completed with a grant from the Arkansas Cultural and Natural Resources Council, this major undertaking returned the main entryway and landscaping to the architect's original vision. The bases of several monuments on the grounds were also refurbished, and concrete planters were installed around them. Our staff also renovated the Capitol Hill Building and the Capitol Café, continuing our efforts to maintain the beauty and integrity of the State Capitol area.

Another area of focus has been enhancing the services we've made available on the Internet. My office launched a vastly improved corporate franchise tax site that allows corporations to pay their franchise tax online. This easy-to-access option has not only sped up processing, it has increased franchise tax collections. With our new facilities in the Victory Building, the Business & Commercial Services Division is equipped to offer convenient, state-of-the-art services for our customers.

Thank you for giving me this wonderful opportunity to serve you. I look forward to sharing the news of many more accomplishments to come.

Charlie Daniels

Arkansas Secretary of State



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Building & Grounds

he 247, 000 squarefoot Arkansas State Capitol and the 25-acre area surrounding the



building are under the care of the Building and Grounds
Division of the Secretary of State's office. In addition to
daily housekeeping and maintenance, the division provides
services from construction, mechanical and electrical work to
landscaping. Staff members also schedule the many events

held at the State Capitol and set up facilities for press conferences, demonstrations, celebrations and other functions.

In 2004, Secretary of State Charlie Daniels oversaw a number of major projects both inside and outside the State Capitol that helped restore and maintain the facility's integrity.

### **Promenade & Monuments**

Grants from the Arkansas Natural and Cultural Resources Commission (ANCRC) helped defray the cost of renovations to the east promenade and restoration of several monuments around the grounds. The work was a major step toward returning the Capitol to the original vision of its architects.



The ANCRC contributed \$770,000 toward repairing the bases of three monuments on the east side of the State Capitol grounds: the Monument to Confederate Women, the Monument to Confederate Soldiers and the War of 1812 Memorial.

A second grant totalling \$560,000 helped complete restorations to the promenade, staging area and steps in front of the Capitol. The curved walkway, scored concrete surfaces and pedestal lighting are a return

to the State Capitol's original 1915 appearance. Even the curbs at the sides of the promenade were cast to match the original profile. Landscape themes in the center planter of the promenade reflect themes from the past, although a modern irrigation system was added to the area. Another contemporary feature improves accessibility with modified handicap ramps that provide a lower grade slope from the parking areas along Woodlane Avenue and easier access from the staging area to the tunnel entrance.

# The Capitol Café

A major face-lift brought a "bistro" atmosphere to the Capitol Cafeteria. Changes from seating to the menu

place to eat breakfast and lunch.

Patrons are now greeted by a large lion-head fountain that has already become popular as a wishing well. Two frosted glass panels depicting transparent images of the Arkansas State Capitol dome appear behind the fountain separating the food line from the seating area.

to new staff uniforms, create a more inviting



Crews added new lighting and ceiling tiles and touched up the wainscoting. A new color scheme is now accented with ornate mirrors and dramatic photographs of the State Capitol and grounds.

The cafeteria also now features bistro-style seating as well as comfortable upholstered booths. New china, glassware, silverware and trays complete the updated look. A small room set off from the main area is now a Board Room that is available for meetings catered by cafeteria staff.

The Capitol Café is open weekdays from 6 a.m. to 2 p.m with breakfast served until 10 a.m.

# **Interior Updates**

The Secretary of State's office funded a number of interior upgrades to the Capitol building. Several areas were brightened with fresh paint and new lighting, as well as updated décor.

The first floor landings that lead to the basement were converted to seating alcoves with new lighting and furnishings. New tiles were added in the basement rotunda, including a colorful screen-printed state seal. The first floor entryway from the tunnel was also improved following a thorough cleaning of its marble surfaces, as well as the addition of new lighting and fresh paint.



# The Capitol Hill Building

Using the skills of the Building & Grounds staff resulted in dramatic savings in renovating the 80-year-old Capitol Hill Building, which had previously been closed due to hazardous wiring. Crews updated the facility with fresh paint, new carpet, lighting, electrical wiring, plumbing, ceiling tiles and a new fire alarm system. The work preserved the historic building at a cost far below the price of demolition. This effort transformed a seven-story vacant liability into a self-sustaining, revenue-producing asset for the State of Arkansas. The result? A savings of \$1.5 to \$2 million in projected renovation costs.



#### Other notable Building & Grounds projects for 2004 included:



- Mew sidewalks connecting the Medal of Honor Memorial to the Vietnam Veteran's Memorial and the War of 1812 Monument with the Confederate Women's Memorial
- Restoration of the War of 1812
  Monument, including repair to its water fountain
- Repairs to the American Legion Eternal Flame of Freedom, Bicentennial Fountain and Liberty Bell Pavilion
- New irrigation system for the Rose Gardens and north flowerbeds
- New Iris Society flower bed and irrigation system
- Cleaning and re-caulking of the Vietnam Veterans Memorial and the Police Officers Memorial

- Resodding of the South Lawn
- New floor tile and carpet installed in the basement of the Capitol
- Renovations to display cases and women's restroom on the first floor
- Painting on the third and fourth floors
- Repairs to the heating & air systems in the Senate area
- Updated security camera system
- New contract for testing the fire alarm system
- Inspection and cleaning of the State Capitol's boiler system
- Overseeing installation of holiday lights and decorations



In 1928, the building now known as Capitol Hill opened as "The Rackensack." The building's original name, carved in stone over the front door, was covered for decades by a painted metal sign; restoration in 2004 uncovered the original engraving.

Why "Rackensack"? It is believed the word is a corruption of "Arkansaw," a name once considered a laughing matter itself (though not within territorial boundaries). "Rackensack" was in common use before the Civil War, referring to the hill country in the north half of the state. Brother Bud Robinson, a late 19th-century evangelist, described mid-century emigrant traffic:

A large number of people coming to Texas . . . used to come from Arkansas in their old ox wagons, called prairie schooners, on one side of which was written, "I am a rackin' from Rackensack, going to Texas or bust." The next year they would come back, and written on the other side of the sheet was "I am a rackin' back to Rackensack busted." They would strike camp, sit around the campfire at night, smoke their old cob pipe and some would cuss Texas and brag on Arkansas . . . .

In addition to comic songs of the time that used the term to describe rustic characters, another humorous use of the name appears in Joseph Baldwin's 1853 *The Flush Times of Alabama and Mississippi*. In one chapter, Baldwin relates the tall tale of a distinguished frontier jurist, Simon Suggs, Jr., living at "Rackinsack, Arkinsack."

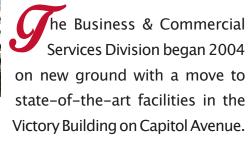
Baldwin's narrative does not spare Arkansas's reputation:

Simon ... had long felt a call to the law ... was not long in deciding upon a location. The spirited manner in which the State of Arkansas had repudiated a public debt of some five hundred thousand dollars gave him a favorable opinion of that people as a community of litigants, while the accounts which came teeming from that bright land, of murderers and felonies innumerable, suggested the value of the criminal practice. He ... [did not] tarry until he reached the neighborhood of Fort Smith, a promising border town in the very Ultima Thule of civilization, such as it was, just on the confines of the Choctaw nation. It was in this region, in the village of Rackensack, that he put up his sign, and offered help for practice.

Baldwin notes that Simon rose to prominence "...at the meeting of the Arkansas legislature... Simon Suggs, Jr. Esq. was elected solicitor for the Rackensack district."

Some have claimed that it derives from an Osage word for the Ozarks, but it is most likely a corruption or burlesque of "Arkansaw." Whatever its derivation, it is an old term boasting a long association with this territory and state; whoever came up with the idea of naming an apartment block "The Rackensack" had, at the very least, a healthy sense of both humor and history.

# Business & Commercial Services



Arkansas businesses now enjoy a new level of convenience with the relocation of one of the Secretary of State's most-accessed divisions.

The offices are located two blocks east of the State Capitol grounds at 1401 Capitol Avenue, Suite 250. The location and technology upgrades

now available have allowed the division to provide more accessible and efficient service to the business community. Customers enjoy covered ground-level parking with direct elevator access to the second-floor suite. A comfortable waiting area features a computer terminal for free access to online services. Professional staff are also on hand to help complete filing processes.

Other changes for the division included

Act 94, passed by the Legislature in 2003 to help fund education improvements in Arkansas. The measure not only increased the state's franchise tax fees, it also changed the tax due date from June 1 to May 1, effective for the 2004 collection year. The division made it a priority to educate businesses of the upcoming change.

Business & Commercial Services also made ongoing improvements in its online resources, which continued to see an increase in usage. One example of the growth in Internet usage is the number of Good Standing Certificates: 56% of all certificates were purchased online in 2004, a 60% increase over 2003.

Revenue generated by Business & Commercial Services totalled \$12,650,211. That number

included \$9.2 million in franchise tax collections, as well as corporate filing fees, UCC charges, service of process, co-op fees, notary commissions and trademarks.



# BCS By the Numbers

20,334 New Corporate Filings

6,555 New Notaries Public

268 New Trademark Filings

89,819 Franchise Tax Statements Mailed (January)

16,808 Revocation Notices Sent (October)

VICTORY BUILDIN

### **New BCS Programs**

To further improve customer service, the division also instituted several time- and cost-saving measures that offered both convenience to patrons and increased receipts for the Secretary of State's office. Those programs included:

- XML Bulk Filing, which allows an agent to file multiple Franchise Taxes at one time.
- **Lockbox Filing,** providing immediate deposit of tax payments. Through this system, 65,787 franchise tax payments were processed, generating \$4,702,265 in revenue.
- OBJ Digital Imaging of Commercial Services records. This provides total online searching and downloading capabilities.
- Secured Party Search for Uniform Commercial Code clients. Allows UCC Information Network clients the ability to search the database for liens of interest.



- UCC File Watch System, which allows UCC Information Network clients the ability to be notified when a change has been made to any lien on their watch list.
- A Special Projects Coordinator was added to expand the UCC client usage of online lien filings and searching functions. This resulted in an increase in online UCC filings to 28%, compared to 19% in 2003.

### **Information & Training**



BCS began publishing a newsletter entitled **Arkansas, Inc.**, which serves as a vehicle for keeping the business community aware of important issues, such as new legislation, relevant deadlines and updated BCS services.

In a joint venture with the Small Business Development Center, the Secretary of State's office held a number of seminars across the state. The programs included "Choosing a Legal Form of Business" and "Becoming a Notary Public."

Showcased Business & Commercial Services at the Arkansas Bar Association Meeting, the Arkansas Bankers Meeting and the Annual Conference for Certified Public

Accountants. Also attended several Chamber of Commerce meetings across the state to promote the division's resources.

- Placed third in the 2004 Merit Awards from the International Association of Commercial Administrators. This consortium is composed of all UCC, business and information technology directors throughout the United States and Canada.
- Complied with statute that shifted registration of home inspectors from the Secretary of State's office to the Arkansas Home Inspector Board.

Services	2003	2004
Corporate Entities Filed	16,459	20,334
Franchise Tax Revenue	\$8,956,048.51	\$9,277,254.46

### Goals for 2005

- Publish a Corporations Handbook to serve as a guide to corporate filings in Arkansas.
- Introduce "true" online filing for corporations and add online filing for Notaries Public and Trademarks. Also plan to provide online availability of apostilles and notary certifications.
- Implement new operating system (SOSKB) for corporate and UCC filings.
- Initiate digital imaging of converted corporate records. This will allow clients online access for viewing and downloading corporate files, some of which date back to the early 1900s.
- Establish an advisory board of representatives of the business community to help guide future improvements in the division's services.

Communications & Education

ith a multi-discipline team of professionals, the Communications & Education Division is dedicated

to informing Arkansans, whether it's educating students on the state's history, informing business owners or encouraging voter turnout. The division promotes services offered by all areas of the Secretary of State's office, providing creative services, event planning, classroom resources, media relations and community outreach programs.

### **Education Resources**

One of the goals Secretary Daniels set

when he became Secretary of State

was to utilize the State Capitol as a

classroom for Arkansas history and civics.

Not only do thousands of students travel

to Little Rock each year to see the state's

seat of government up close, but they also
learn about Arkansas through a number of
free resources made available to the state's
educators. In 2004, the Secretary of State's
education program expanded to include

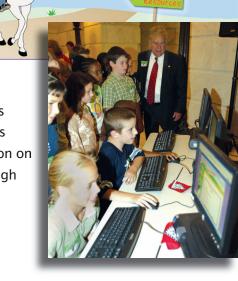
in-service training for classroom teachers. More than 280 teachers attended the workshops at six regional education cooperatives where they learned about curriculum aids and student programs that the Secretary of State provides.

One of the most popular resources is an activity packet that many teachers use to supplement lessons on Arkansas history. The packet includes a coloring book of official state symbols and a fact sheet on the state flag. More than 50,000 of those packets were distributed in 2004. The division also provided several new education resources, including *Arkansas in Abstract*, which lists general statistical data about the state, and the *Civics Alive* software, produced in conjunction with Kids Voting USA. The office distributed 722 *Civics Alive* CD's in 2004. Students visiting the State Capitol also enjoyed the new *Architecture Detective*, a page of games and puzzles designed to teach elementary students about the State Capitol.

#### The Traveler's Guide to Arkansas

Many of the administration's education tools were made available directly to teachers and students through a new website, www.soskids.arkansas.gov, that launched in October. Known as "The Traveler's Guide to Arkansas," the new website provides teachers with activities that correspond with state educational standards along with forms that make it easier to request information from the Secretary of State's office. Students can find sections designed especially

for their age group, whether they're in kindergarten, elementary or high school. Among the topics the website offers are Arkansas history, government, business ownership and voting. Other items they'll find are state symbols, governors' portraits and information on notable Arkansans. Students can also learn about the state through educational games and activities they'll find on the site.



The Traveler's Guide To Arkansas

# **Mobilizing Young Voters**

Wanna Be Heard?

Find out how at www.wannabeheard.org

One of the major pushes in Secretary of State Charlie Daniels' administration has been to educate and motivate young voters in a concerted effort to reverse the downward trend in turnout among 18 to 25 year-olds. Staff from both the Communications & Education Division and the Elections Division teamed on a number of projects designed to motivate and empower young voters.

wannabeheard.org — Because registering to vote is a right of passage for many 18 year-olds, Arkansas enjoys a strong rate of registration for that group. Too many young adults, however, choose not to follow through by actually casting a ballot. Rather than traditional news media, this age group relies on the Internet as its main source of information, so the Secretary of State enlisted the service of the Mangan Holcomb Rainwater Culpepper agency in Little Rock to develop a multi-

media program targeting young voters. The agency's market research revealed that more young adults voted in the American Idol contest (24 million) than the 2000 presidential election (8.6 million).

Wannabeheard.org evolved as an easy, one-stop resource on voting in Arkansas. The website and related programs focus on the concept of a silent protest — young Arkansans have ideas, they have concerns, but too many of them don't

speak up where it counts: at the polls. Television ads, publications, voter registration drives and "guerilla marketing" programs for college campuses were utilized to drive young voters to the website for information. The wannabeheard campaign garnered a Prism award from the Public Relations Society of Arkansas.

**Young Voters Month** — Held in March each year, the Secretary of State marks National Young Voters Month with a week of workshops at the Capitol. Hundreds of students from all regions of the state take part in activities on civil rights, citizenship and current events, making those issues relevant to today's teens.

**Voter Outreach Partnerships** — Committed to reaching out to potential young voters in new ways, Secretary Daniels joined with local organizations to form the Arkansas Young Voter Project, (AYVP) a non-partisan effort to encourage young people to register to vote and participate in the political process.



AYVP brought voter registration and educational materials to college campuses, concerts, music venues, night clubs, and sporting events. The coalition included media and community organizations, including the *Arkansas Times*, the Arkansas Secretary of State's office, ACORN,

WAND, AYPN, Hendrix College, and Take 5 Productions.

got voice?

vote!

www.wannabeheard.org

Automore Secretary of State
Charlite Paintells

Other voter outreach partnerships the Secretary of State's office teamed with included national non-partisan programs such as:

- OB Declare Yourself, a national effort to motivate young voters
- Freedom's Answer, a student-led voter outreach program
- National Student/Parent Mock Election, conducted two weeks before the 2004 Presidential Election, involving more than 62,000 students in 175 Arkansas schools

### **Exhibitions of Interest**

The State Capitol Historian curates a revolving schedule of exhibits that highlight bits of the state's past and celebrates milestones and other events. The 2004 exhibit schedule included:

- "Windows to the Past," which marked 35 years of the Arkansas Archaeological Society with images and artifacts from the agency's significant projects. Items included remnants of Caddoan houses, a late-19th-century fire-extinguisher "grenade" and a delicate porcelain figurine recovered from a site in downtown Little Rock.
- "Fit For A President: Legacies and Libraries," which celebrated the opening of the Clinton Presidential Center with a look at the nation's presidential library system.
- "Election Central 2004," which transformed the State Capitol rotunda with a treasury of information presented in conjunction with the Arkansas Educational Television Network. Vintage political cartoons and campaign memorabilia were accompanied by daily updates on contemporary election issues.



# Home for the Holidays

Secretary of State Charlie Daniels invited Arkansans to come "Home for the Holidays" for a month of festivities designed to highlight the spirit of the season. The theme celebrated the return of Arkansas National Guard troops and all service personnel from active duty in Iraq. The program also honored those troops remaining on duty who are always at home in the hearts of Arkansans.

The celebration began with the arrival of the traditional rotunda holiday tree, delivered by the Arkansas Forestry Commission. The 27-foot-tall Eastern Red Cedar was donated by the Hugh R. McKindra

family of Springfield (Conway County). The Capitol Lighting Ceremony soon followed with festivities and refreshments for children on the Capitol grounds, and the illumination of more than 90,000 white lights around the Capitol.

Another annual highlight are the performances by school choirs and dance groups from around Arkansas whose music filled the marble hallways. The Pearl Harbor Commemoration Ceremony on December 7 honored Arkansans who served there, lighting the traditional blue "Peace" lights as a symbol of the season's hope.



The Communications & Education Division oversees the administration's official website, coordinating with all divisions to provide up-to-date information with easy access to the most in-demand services. The site averaged more than 335,000 hits each month, spiking up to 580,000 around the 2004 General Election. About 43% of those visitors utilize the Corporations section and another 21% access the Elections pages.

# **Ongoing Services**

In addition to all of these activities, the division:

- Provided more than 1,300 guided tours of the State Capitol for students, tour groups and other guests.
- Issued more than 80 press releases, most related to election issues and boosting voter turnout.
- Represented the Secretary of State at 10 trade shows and community events.
- Produced brochures, newsletters, ads, booklets and other publications supporting the full scope of Secretary of State services.
- Researched hundreds of public inquiries on issues ranging from general state history, Capitol building construction, elected officials and state government.
- Coordinated participation in community service activities such as the Komen Race for the Cure, American Red Cross Blood Drive and United Way campaign.



# **Elections** Division

he Secretary of
State serves as the
chief elections official
in the state. In that



role, he must maintain the records of all, federal, state and district elections held in Arkansas. That responsibility makes a Presidential Election year an especially busy and important time for the Elections Division.

The elections in 2004 were the first test for new requirements of the federal Help America Vote Act (HAVA), which requires enhanced security and accessibility in the elections process. Secretary Daniels took a leading role in providing information to Arkansans, making them aware of their rights and responsibilities as voters.

#### Election 2004



The 2004 election season kicked off in March as candidates converged on the State Capitol to file for office and officially begin their campaigns. Over the two-week period, the Secretary of State's office filed 239 candidates for 145 state and district offices.

The Secretary of State worked to verify two initiatives for the 2004 ballot: Proposed Amendment 3, which defined marriage as a union of a man and a woman, and Proposed Initiated Act 1 would have allowed the use

of marijuana by persons with certain medical conditions. Organizers for Act 1 did not submit the required number of valid signatures, but Amendment 3 did and was passed by the voters.

The General Election proved to be a hotly contested race and helped push voter turnout around Arkansas. Issues such as the tight race for U.S. President and proposed constitutional amendments drove interest. The result: 62.62% of the state's registered voters cast their ballots in 2004, up from 59.3% in 2000. That's just below the national average of 64% for U.S. citizens age 18 and over, according to the U.S. Census Bureau.

### The Help America Vote Act

In 2004, the Elections Division continued its work to enact new state and federal laws relating to the Help America Vote Act of 2003. HAVA mandates changes in almost every part of the voting process, from voter registration to the types of voting equipment used at the polls. The goal is to make registering and voting as simple as possible

# **Decision 2004**

Total Votes Cast 1,054,945

Registered Voters (10/1/2004) 1,684,684

Voter Turnout 62.62%

**Energetic Leadership Educating Citizens Together** 

so that all citizens are empowered with the confidence that their voices are being counted. The division established a HAVA implementation timetable to help guide state and local election officials.

The State of Arkansas received just under \$30 million in federal HAVA funding, the first installment of which was earmarked for replacing antiquated voting equipment, educating citizens about changes in the voting process and conducting research and development on HAVA implementation. The second installment will fund a statewide centralized voter information system and HAVA–compliant voting equipment for every polling site in the state. Those changes must be in place by the 2006 elections.

#### **ELECT to Vote**

Both HAVA and the National Voter Registration Act of 1993 earmark funds to be used for education programs. The Elections Division utilized those

funds to ensure voters were aware of the many changes in voting procedures introduced in 2004. The division developed a comprehensive outreach program known as ELECT (Energetic Leaders Educating Citizens Together). The program encompassed all the administration's voter outreach efforts, from publications and voter registration drives to speaking engagements and student activities. Key publications in the program included:



to" guide proved to be a popular resource that breaks down complex voting regulations into simple, everyday language. More than 75,000 copies were distributed at county clerks offices, voter registration drives and polling sites, as well as 500 voter registration agencies and 400 high schools and colleges. A Spanish language edition was also produced.

Of Voting Rights and Responsibilities — The Elections
Division produced informative posters explaining the rights of
Arkansas voters and providing a run-down of federal voting
laws. English versions were distributed for display at the state's
2,000 polling sites; 540 Spanish language posters were sent to 12
counties with significant numbers of Hispanic residents.



### **Public Service Campaigns**

Secretary of State Charlie Daniels sought to encourage voter turnout in both the May Preferential Primary and November Presidential Election. Messages such as "One Vote Counts" emphasized the power each voter possesses, and "Take A Vote Break" urged Arkansans to take advantage of early voting and avoid lines on Election Day. Voters were also informed about registration deadlines and identification requirements, as well as procedures for provisional ballots and fail–safe voting, which help ensure every lawful vote is counted.

The Secretary of State's office produced several powerful public service announcements, each with a unique message of empowerment. The messages were broadcast through eight radio spots and six television PSAs.



"Mute" featured actor/ director Joey Lauren Adams, a native of North Little Rock, speaking about expressing her unique voice through voting.



"The Power to Vote" was a call to action for Arkansans. It encouraged voter registration and promoted the Voting 101 booklet.



**"Sacrifice"** urged Arkansans to go to the polls in honor of the men and women who have fought to protect liberty.

## **Young Voter Outreach**

A major focus of the administration has been to build the next generation of voters in Arkansas. The Elections and Communications & Education Divisions teamed up on several events, such as National Young Voters Month and the Arkansas Young Voters Project. Other projects under the ELECT umbrella gave students a number of opportunities to become active citizens through events such as:

- National Student/Parent Mock Election More than 62,000 Arkansans from 175 schools and universities participated in this program, which is the nation's largest voter education project. Participants not only cast their votes for presidential and district candidates, but they also weighed in on topical issues.
- The King Commission In another voting demonstration, Elections staff held a test election for 800 participants in the Youth Assembly of the Dr. Martin Luther King, Jr., Commission.
- ELECT Intern Program This pilot program involved 14 high school and college students who were selected to serve election internships. To successfully complete the program, ELECT Interns participated in citizen-building activities such as conducting a voter registration drive, volunteering as a local poll worker or running for class office.

# **Ensuring Accessible Voting**

The Help America Vote Act also provides funding for improving accessibility of polling sites and voting equipment throughout the state. County officials, the Secretary of State's Elections Division and the State Board of Election Commissioners work diligently to ensure that individuals with disabilities are able to cast their ballots independently and privately. HAVA funds earmarked for ADA improvements were awarded in grants to the following counties in 2004:

- Ashley \$416 for accessible doorknobs
- Calhoun \$4,402 for signs, thresholds, ramps and parking
- Clark \$3,305 for ramp, pad and doorknobs
- Cleveland \$385 for door thresholds
- Conway \$2,591 for thresholds
- Dallas \$375 for accessible ramps
- Franklin \$975 for accessible ramp to the county courthouse
- **Johnson** \$2,425 for pavement, ramps, signs and thresholds

- Marion \$480 for accessible walkway
- Perry \$2,756 for doorknobs, pads and thresholds
- Pike \$1,875 for parking, sidewalks, handrails and restrooms
- Scott \$1,500 for accessible ramp
- Sevier \$105 for signs and doorknobs
- Sharp \$2,000 for pad and ramp
- Stone \$9557 for signs, voting booths, magnifying sheets, walkways and ramps
- Van Buren \$430 for accessible ramp

# The Arkansas Register

The Arkansas Register, a publication of the Secretary of State's office, underwent several major changes due to Act 1478 of 2003. The most notable change tripled the content available on the Secretary of State's website, opening the doors of public policy to the citizens of Arkansas.

The law requires the Secretary of State to publish on its website each notice for the adoption, amendment, or repeal of any agency rule as well as all proposed and adopted agency rules. The office worked with the Information Network of Arkansas (INA) to establish the Arkansas Administrative Rules section of the Secretary of State's website, which contains rule notices, proposed rules and

emergency rules filed by state

agencies.

The Secretary of State's Information Technology Division also worked to streamline services for administrative rule filing. The IT department created a program designed to automate many of the filing processes. The projects goal was to create a web-enabled search of the Rules database, which provides users with access to the information as it become available.



# Information Technology

he Secretary of
State's Information
Technology Division continues
to make strides to stay on the
leading edge of technological

advancements. This ongoing effort ensures the office has the tools it needs to provide the best services for constituents, customers and employees.

## **Network Upgrades**

In 2004, the Secretary of State's office undertook a major network upgrade that represented a significant jump in technology. System upgrades were made to both the hardware and software systems.

The network hardware upgrade installed three new servers, a network-attached storage system, and a new tape back-up system. All of the functions that were previously performed by five servers were consolidated into the one server.



Storage capacity was also increased from approximately 300 Gigabits (GB) to 570 GB, and a new tape back-up system consolidated four smaller tape back-up systems. Operating system software was upgraded from Windows NT 4.0 to Windows Server 2003, providing greater ease of administration and greater security.

The network upgrade and consolidation has prepared the IT department for two major projects ahead in 2005. The department will play a role in the Secretary of State's Business

and Commercial Services switch to the Knowledge Base (KB) system. This database maintains business entities, Uniform Commercial Code Trademark and Notary information, the County Clerk network and the Voter Registration system.

The County Clerk network and Voter Registration system will be another major project involving the department. The central database will allow the state's county clerks to better maintain voter rolls. The network will consist of approximately 750 users in 85 different locations across the state. The IT department will provide the administration and e-mail services for this network as well as some help desk functions.

State Capitol Police

orking around the clock, the State
Capitol Police Force is dedicated to ensuring the safety of Capitol staff and

guests. In addition to screening entrances, officers patrol the 40-acre complex, enforcing state laws and parking regulations.

# **Protecting and Serving**

In 2004, the State Capitol Police unveiled a new look for its patrol vehicles. The redesigned police markings offer a unique, modern design to distinguish patrol cars in the area.

The department's officers worked to stay informed of developments in homeland security and local safety concerns, completing a combined total of 1622 hours of specialized law enforcement training.

During 2004, the State Capitol Police strengthened its presence by filling three vacant positions. Officers filed 184 incident reports and 23 accident reports for the State Capitol and surrounding area. The department also issued a total of 317 citations, including 52 warning tickets, 233 parking tickets and 32 uniform traffic tickets.

In an example of the officers' preparedness, Corporal Eric Watson received the Arkansas State Capitol Police Life Saving Award and a Secretary of State Capitol Citation for his actions in preventing an emotionally disturbed juvenile from jumping off of the Battery Street bridge in Little Rock.





# **Business Office**

he Business Office of the Secretary of State is fiscally responsible for the expenditures and revenues of the entire office. This department





manages grants, appropriations and collections while adhering to an office budget that can change with state revenue shortfalls. In addition to administering grants for Capitol restorations, elections education and equipment, the department processes franchise tax revenues and corporate filing fees.

Business Office staff also provide the administration's human resources functions, as well as purchasing, supply and mail distribution duties.

# Capitol Cift Shop

e-opened in
2003, the State
Capitol Gift Shop offers
a wide selection of gifts
from the Natural State.



Arkansas products featured in the Gift Shop include Aromatique potpourri and candles, Brent & Sam's cookies and Otis & Betty's snack mixes. Visitors can also find just the right memento of their trip to Little Rock.

One item offered exclusively at the Capitol Gift Shop is the annual Holiday Ornament. Each year's gold and enamel design features a different area of the State Capitol

# Here to Serve You

# **Charlie Daniels**Secretary of State

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CAPITOL BUILDING AND GROUNDS	501-682-2115
Room 015, State Capitol	
CAPITOL EVENTS	501-682-3042
Room 04, State Capitol	
CAPITOL SECURITY	501-682-5173
First Floor, State Capitol	
CAPITOL TOURS	501-682-5080
First Floor Rotunda, State Capitol	A
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COMMUNICATIONS AND EDUCATION	501-683-0057
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ELECTIONS	501-682-5070
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